



THE LABELING OF TELEPHONES FOR PROPER DIALING OF 9-1-1

The *Division of Emergency Services and Communications* (DESC) has completed phone audits of every public school district in the state and compiled an assessment of each. These audits outline any deficiencies or critical errors within a school district's phone system at an individual school/building level.

Deficiencies and critical failures that were identified during these audits include, but are not limited to;

- The inability of the phone to dial 9-1-1 directly.
- The lack of a phone in each classroom.
- The need for dialing a standard prefix, such as "8" or "9" to obtain an outside line before dialing "9-1-1" or the need for extra digits including, "8", "9" and, in some cases, even PIN numbers that must be entered before dialing 9-1-1.
- The "diversion" of E9-1-1 calls to a School Resource Officer (SRO), designated administrator within the building, Main Office, or other person.
- The inability of a phone to be able to display a call back number for that specific phone. (in some cases, all the phones in a building deliver the same call back number)
- The inability of a phone to deliver proper address/location information to E9-1-1.
 - Multiple buildings on property using same House Numbers with no building designator.
 - Multiple buildings, at different geographical locations using same call back number/address.
 - School not using community assigned/approved address.

Through a "second round" of contact, each individual school within a School Administrative Unit (SAU) was contacted to ensure that reports had been received from their respective SAUs and/or to determine if any progress had been made in correcting deficiencies and critical failures. (The DESC has now begun testing of Charter and Private schools.)

If you have not received a copy of the phone audit for your school, please contact the DESC at desc.database@desc.nh.gov or 603-527-2069.



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If you are currently using a phone system that requires the dialing of a standard prefix, outlined above, the DESC can provide your school with stickers for each of your phones to indicate how to, correctly, dial E9-1-1. The DESC would strongly encourage you to take every step possible, within your phone systems capabilities, to ensure that a standard prefix is unnecessary for placing a call to E9-1-1.

To obtain stickers for phones, schools can contact Wanda Scott, Informational Officer at the DESC, by emailing her at; wanda.l.scott@desc.nh.gov (The DESC is able to provide stickers for phones showing dialing instructions for “9-1-1”, “8-9-1-1”, and “9-9-1-1”.)

Schools who request assistance and/or stickers should be aware that any upgrade made to their Multi Line Telephone System (MLTS) will need to comply with “Kari’s Law”, a Federal Law passed in February 2018, which requires that all phones as part of an MLTS be configured so that no prefix is needed to access 9-1-1.

The direct dialing requirements of Kari’s Law applies with respect to any MLTS that is manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020.